

Technical Exhibit 12

QUALITY ASSURANCE SURVEILLANCE PLAN

For Test Equipment Repair and Calibration Services

Contract Number: (TBD) upon award DTFAAC-12-D-XXXXX>

Contract Description Test Equipment Repair and Calibration Services

Contractor's name: (TBD) upon award, enter contractor name >

1. PURPOSE

This Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document used to ensure that systematic quality assurance methods are used in the administration of this Performance Based Service Contract (PBSC) standards included in this contract and in subsequent task orders issued thereunder. The intent is to guarantee the Contractor performs in accordance with the performance metrics set forth in the contract documents, that the Government receives the quality of services called for in the contract and that the Government only pays for the acceptable level of services received.

The QASP is a “living document.” It can be defined/redefined at any time at the Government’s discretion. Government will provide 60 days’ notice of changes to the QASP prior to implementation of any changes.

2. AUTHORITY

Authority for issuance of this QASP is provided under Contract Section E.1 – Inspection and Acceptance, which provides for inspections and acceptance of the articles, services, and documentation called for in task orders to be accomplished by the Contracting Officer or his duly authorized representative(s).

3. SCOPE

The Contractor shall provide all services, personnel, material, supplies, supervision, labor, and equipment, except that specified as Government-furnished, required to operate the Test Equipment Repair and Calibration lab, of the FAA Logistics Center (FAALC), at the Mike Monroney Aeronautical Center (MMAC), by performing the services described in this Performance Work Statement (PWS). The Contractor shall provide related services as specified, in accordance with all terms, conditions, general and special contract requirements, specifications, drawings, attachments and exhibits contained herein or incorporated by reference

4. GOVERNMENT RESOURCES

The following definitions for Government resources are applicable to this plan:

Contracting Officer - A person duly appointed with the authority to enter into, administer, or terminate contracts and make related determinations and findings on behalf of the Government.

Contract Technical Representative (COTR) - An individual appointed by the Contracting Officer to act as the authorized representative for the technical administration of specific task order(s) issued under the contract. The duties and limitations of the Technical Monitor are contained in a written letter of designation and/or in the body of the issued task order.

Production Controller (PC) - A designated government representative who initiates, monitors tracks, closes, and reports on production/job orders for the work to be performed by the contractor, IAW the terms of the contract and CO/COTR guidance. The duties of this individual are contained in government work instructions.

5. RESPONSIBILITIES

The Government resources shall have responsibilities for the implementation of this QASP as follows:

Contracting Officer – The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that assures the Contractor receives impartial, fair, and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Contract Technical Representative (COTR) – Acts as the technical monitor and provides detailed technical oversight of the Contractor's performance reporting his or her findings to the Contracting Officer in a timely, complete and impartial fashion to support the Contracting Officer's technical administration activities. While the Technical Monitor may serve as a direct conduit to provide Government guidance and feedback to the Contractor on technical matters, he or she is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes the Contractor deems may affect contract, price, terms, or conditions shall be referred to the Contracting Officer for action.

Production Controller (PC) – Acts as the government representative to initiate required documentation for movement and tracking of test equipment from the FAALC warehouse (s) and/or other shops, to the contractor's staging area for work scheduling. PC may serve as a conduit to provide production status reports to the COTR and/or CO as required for performance surveillance. He/she is not empowered to make any contractual commitments or authorize any contractual changes on behalf of the Government.

6. METHODS OF QA SURVEILLANCE

The below listed methods of surveillance shall be used in the administration of this QASP. In addition to specific instructions that may be mentioned, the appropriate and standardized form that is to be used for documentation of QA surveillance is the Surveillance Activity Checklist, included as Attachment A.

Customer Feedback – Feedback from FAA customers in regard to test equipment repair is reported to the FAALC via an automated Customer Service Action (CSA) program. Equipment returned is tracked to the Logistics Center via a unique CSA tracking numbers and then routed to the test equipment work center. The contractor, at no additional cost to the government, maintains a log of returned items the COTR has determined require rework. The automated CSA system houses a contractor's log of all CSAs as well as details concerning corrective actions taken for resolution and closure.

Daily Inspection - Daily inspections of completed work shall be accomplished by monitoring and documentation. The COTR, or designated government monitor, shall document and record results of daily inspections.

Monthly Sampling - Monthly sampling inspections that have been identified for review so far are described in section 7 of this QASP. The COTR, or designated government monitor, shall document results of all monthly inspections and reports.

Random audits – At least one random audit shall be conducted annually. An audit checklist will be utilized for consistent reviews that ensure contractor compliance with all required contractual requirements, and facilitate reporting. The COTR or designated government monitor shall document and provide a report of all found discrepancies and corrective actions.

7. IDENTIFIED QA SURVEILLANCE TASKS

COTR Quality Assurance Surveillance Plan will include procedures to monitor contractor's compliance with all quality control, quality assurance, timeliness, records and deliverables as outlined in the performance work statement. Inspections will include:

- Daily inspections of out-going equipment, certifications, and labeling
- Monthly sampling of certificate traceability to ANSI standards (national standards applicable to repair and calibration of test equipment).
- Monthly review of work order timeliness data for compliance.
- Monthly review of contractor invoices, backup documentation and automated work orders to validate accuracy of all charges for acceptance.
- Collect monthly recall report, extended hours report, personnel roster, and all other requested reports for distribution to Contracting Officer and take action as directed.
- Annual audit for compliance with all contractual requirements including compliance with contractor's internal QMP.
- Customer Service Action: COTR will review contractor's log of all (100%) reported customer service complaints and corrective action reports for accuracy and applicability to resolve issue.

The Contract Technical Representative, (COTR) will, in addition to providing documentation to the Contracting Officer, maintains a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government's performance of the quality assurance function, including the originals of all Surveillance Activity Checklists. All such records will be retained for the life of this contract. The Contract Technical Representative, (COTR) shall forward and/or dispose of these records as directed by the Contracting Officer at termination or completion of the contract.

8. Credits for Delinquent Completion of Work

The amount of creditable late days shall be applied individually to each separate work order exceeding its specified TAT. The amount of credit for each day in excess of the specified turn-around time shall be calculated based on the calibration or repair price as follows:

- P1-SS/P1 - calculated at a 20% credit per late day, up to a maximum of 1 day or 20% credit.
- P2 - calculated at a 10% credit per late day, up to a maximum of 2 days or 20% credit.
- P3 - calculated at a 5% credit per late day, up to a maximum of 4 days or 20% credit.

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- P4 - the credit applied shall be based on the specified due date of the work order. When the due date falls within the range of other listed priority time frames, the specified credit percentage shall apply. For example: if a P4 has a due date which requires the work order to be accomplished within 8 calendar days, the credit to be applied if the TAT is not met would fall within the time frame for a P3.
- P5 - calculated at a 4% credit per day, up to a maximum of 5 late days or 20% credit.

9. Documentation

The Contract Technical Representative, (COTR) will, in addition to providing documentation to the Contracting Officer, maintains a complete Quality Assurance file. The file will contain copies of all reports, evaluations, corrective actions, and a recommendation, resulting from the Government's identified surveillance tasks, including the originals of all Surveillance Activity Checklists. All such records will be retained for the life of this contract. The Contract Technical Representative, (COTR) shall forward and/or dispose of these records as directed by the Contracting Officer at termination or completion of the contract.

QASP Monitoring References:

Administrative Contracting Officer: tbd

(405) 954-xxxx

NAS Contract Management Team, AMQ-240

Contract Technical Representative (COTR): Rodney McCollum

(405) 954-4694

Federal Aviation Administration Logistics Center, AML-4060

Metrics

ATTACHMENT A Surveillance Activity Checklist

Performance Requirement	Performance Standard	Method of Measurement	Method of Surveillance	Period CY	EXCEPTIONAL SATISFACTORY UNSATISFACTORY
Customer Satisfaction	(0) Corrective Action Reports (CARs) for each Contract Year	# of Valid Corrective Action Reports (CARs) on file	COTR review of contractor's CSA log	CY	SATISFACTORY 0-1 PER CY UNSATISFACTORY > 1 PER CY
Cost Control	Within 90% of Estimate for each Contract Year	CY Total Invoices / Contract Schedule B Estimate	Annual Inspection	CY	EXCEPTIONAL 96% - 100% SATISFACTORY 90% - 95% UNSATISFACTORY 90% or less
Timeliness	> 92% Compliance with all contractual Turn Around Times	# of monthly work orders that met TAT requirements for applicable priority/ Total work orders invoiced	Monthly Inspection of work order timeliness data for compliance	Monthly/ CY	EXCEPTIONAL 96% - 100% SATISFACTORY 92% - 95% UNSATISFACTORY 91% or less
Timeliness	100% on time delivery of required reports b 5 th day of each month	# reports delivered on time / # required reports	Monthly report collection by COTR	Monthly/ CY	SATISFACTORY 99-100% UNSATISFACTORY > 99%
Quality of Equipment Labeling	95% Accuracy Rate	# accurate/ # inspected	Daily inspections and audits by COTR or designated monitor.	CY	EXCEPTIONAL 98% - 100% SATISFACTORY 95% - 97% UNSATISFACTORY 94% or less
Quality of Maintaining Standards and Documentation	95% Accuracy Rate	# accurate/ # inspected	Annual Audits	CY	EXCEPTIONAL 98% - 100% SATISFACTORY 95% - 97% UNSATISFACTORY 94% or less
Quality of Certifications	95% Accuracy Rate	# accurate/ # inspected	Daily inspections, monthly sampling, and audits by COTR or designated monitor.	CY	EXCEPTIONAL 98% - 100% SATISFACTORY 95% - 97% UNSATISFACTORY 94% or less
Quality Management System Compliance	100% Compliancy	Records Review	Annual Audits by COTR	CY	SATISFACTORY 0-1 PER CY UNSATISFACTORY > 1 PER CY
EXCEPTIONAL:		Performance significantly exceeds contract requirements to the Government's benefit.			
SATISFACTORY:		Performance meets contractual requirements.			
UNSATISFACTORY:		Performance does not meet contractual requirements.			